

State of Tennessee Customer Focused Government

Strategic Management Consultant

Customer Focused Government is a statewide initiative aimed at making Tennessee the best managed state in the country by providing the very best service at the lowest cost. The Office of Customer Focused Government is in the Department of Finance and Administration and reports to the Chief Operating Officer in the Office of the Governor. The position is located in Nashville, TN. The Management Consultant will have responsibility for the implementing activities and initiatives of this office under the guidance and direction of the Director of Customer Focused Government.

Essential Functions

Principal responsibilities include:

- Assisting State Departments in strategic and operational planning that enables the Governor's priorities and focus areas, collaborating with Departments on performance improvement alternatives and solutions to assist in the execution of strategic and operational plans, and monitoring progress for the Governor's Monthly Results reporting and other required reporting for the Accountability Act.
- Leading, managing and mentoring participants in the Governor's Management Fellows program.
- Assisting State Departments in determining and clarifying strategic and operational issues via consultation, identifying and assessing the pros and cons of possible alternatives for resolution and providing judgment and business case analysis for business performance solution.
- Providing accurate, timely, high quality analysis and advice; adapting strategies and responses to meet changing circumstances by remaining open-minded to new information; analyzing a wide range of business data and clearly articulating the potential impact of strategic decisions.
- Developing and fostering relationships with key stakeholders; communicating effectively in small and large group settings in all forms and at all levels in a professional manner; developing and delivering high impact presentations.
- Proficient at working in a team environment with responsibilities that change with each project. Comfortable with ambiguous assignments and evolving situations.

Requirements

Qualifications for this position include:

- Bachelor's degree in Business Administration or equivalent area of study required. MBA preferred.
- Minimum of five years' experience in either a consulting firm, large company or government agency.
- Experience using continuous improvement methodologies (e.g. Six Sigma, Lean, Process Reengineering, etc.) and familiarity with Baldrige Criteria for Performance Excellence is a plus
- Demonstrated skills in problem solving and self-motivation; demonstrated ability to obtain results and multitask in a fast-moving environment with different functional areas.

- Adept at quantitative analysis using superior analytical skills, establishing key metrics and performance indicators and improving business processes.
- Execution oriented, with a strong sense of urgency around tangible accomplishments.
- Exceptional interpersonal and communications skills, with the ability to establish rapport and build effective relationships across functions, across departments, and across all levels of management. Proven ability to prioritize objectives and effectively manage multiple projects through to timely benefit realization. Ability to lead groups of both managed and non-managed staff and to present information to seniors and stakeholders in terms that facilitate understanding and necessary actions.

Applications will be accepted from internal candidates until July 11, 2014. Interested individuals should submit a resume and cover letter to Lisa.Spencer@tn.gov.